

# Interviews

# Introduction

- Every manager holds interview
- Interviews tend to make people nervous.

# When is an interview not an interview?

- The word 'interview' simply means 'looking between us': an interview is an exchange of views.
- Interviews differ from other conversations in that they:
  - are held for a very specific reason;
  - aim at a particular outcome;
  - are more carefully and consciously structured;
  - must usually cover predetermined matters of concern;
  - are called and led by one person – the interviewer;
  - are usually recorded.

- This chapter will look at the following four types of interview:
  - Job interview
  - appraisal;
  - delegation;
  - coaching;
  - counseling.

# Interview Structure

## ◆ Greeting:

- To break the ICE and get you relaxed
- It is the moment of 1<sup>st</sup> impression (probably the lasting one)
- It is the time to pass your business card and updated CV
- Avoid starting with complains

## ◆ Discussion:

- You will be asked questions related to your CV, background, personality, interests, values, career values
- Ensure that you communicate essential information about yourself even if you are not asked about them

## ◆ Closing:

- It is terminated by the interviewer
  - Ask you questions before you leave
  - Summarize your strengths and reaffirm your interest
  - If you do not know, ask politely about the next step
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# Before the Interview

- ◆ **Make self-assessment:** to determine your goals, preferred work style, your strengths, and weaknesses
- ◆ **Prepare for expected questions:** many questions are generic, such as:
  - Tell us about yourself
  - Why you are interested in our company
  - What kind of work do you expect
  - Why are you planning to change your employer
  - What is your reaction in the following cases
  - How do you spend your vacation
  - What are your plans after five years
  - What is the last book you have read
- ◆ **Research the new employer:** to identify your suitable strengths, and evaluate the opportunity

- Ex.
- Answer the previous questions assume you are applying for the job of field engineer for mobile service provider

# After Interview

- ◆ Record your impression and comments to help you evaluate this opportunity versus others
- ◆ Send a thankful letter to the interviewer and reassure your interest in the position
- ◆ If the interview is a screening one, expect a call for another one



# General Guidelines

- ◆ Arrive 15 minutes before starting time
- ◆ Be honest but not negative about yourself
- ◆ Answer the unsaid question
- ◆ Never criticize your current or old employer
- ◆ Expect some technical questions
- ◆ Expected a question about expected salary
- ◆ Ask necessary questions
- ◆ Do not ask about your benefits before the offer
- ◆ Give specific examples for your achievements
- ◆ Return requested information on time
- ◆ Try to be disciplined and refrain from telling jokes

# Receiving an Offer

- ◆ It is received either via a letter or phone call
- ◆ Take some time to think about it, it is not expected to reply immediately, however, know the deadline!
- ◆ At this stage, discuss every thing clearly: salary, vacations, benefits, working hours, place of work, policy of promotions, retirement policy, incentives, responsibilities, and evaluation process.
- ◆ If not sure, you may ask whether you can negotiate the details of the offer or not
- ◆ Reply within the deadline, either by YES or NO